

PAYMENTS: Payments are due at the Carmel Utilities office on the due date printed on the bill. Payments can be by check, money order, or cash. Be sure to write your account number on checks or money orders. Carmel Utilities charges a \$20 fee for checks returned for nonpayment. Customers can pay in the following ways:

- Mail the payment and return stub in the envelope provided to the Carmel Utilities office. Allow sufficient postal delivery time as your account will be assessed penalties if it is not received in our offices by the due date.
- Bring your payment and return stub to the Carmel Utilities offices during normal business hours.
- Drop your enveloped payment and return stub in one of our depositories.

RATES:

- **MINIMUM CHARGE** - The basis of this charge is the size of the meter that serves the customer's premises.
- **CURRENT USAGE** - The amount of water the customer consumes in a billing period.
- **SUMMER SEWER RELIEF** - The customer is billed for sewer usage in the months of May through October based on their average usage for the previous months November through April. This is to adjust for the volume of water measured through the water meter but used on lawns and other areas external to the service address and not passing through the sewer lines to be processed.
- **NEW CUSTOMER FEE** - There is a one time service fee for new accounts of \$20. Each customer's water meter will be read before the issuance of a monthly bill.
- **ESTIMATES** - Occasionally bills must be estimated when a meter is inaccessible usually due to extreme weather conditions. Carmel Utilities only estimates bills when unable to obtain readings. If access to the meter pit is blocked by plantings or structures of any kind, the readings may be estimated until the obstruction is removed.

DELINQUENT NOTICE: A delinquent notice will be sent to any account with an outstanding balance over 45 days. This notice is a final reminder prior to termination of service. Should you receive such a notice be sure to contact our offices immediately to verify our records if you have made payment. If payment is not received by the due date on this notice, your water service will be terminated and you will be charged a \$20 service fee. Ask to speak with our Delinquent Account Representative if you need assistance in resolving this debt.

HIGH USAGE: Leaks or malfunctions in toilets, water softeners, faucets, ice makers, humidifiers, and lawn sprinklers cause high usage. To test for leaks, read your meter before going to bed and again in the morning before using any water. If the meter's reading has changed and no water was knowingly used, a problem may exist. Toilets are most often the cause. Check to see if water is running into the tank overflow; if it is,

there is a problem. If not, add food color to the tank and check the bowl an hour later. If the dye has seeped into the bowl or is not visible in the tank, a leak exists. If the problem continues, or you cannot find the leak, consult a qualified person to make the necessary repairs. Carmel Utilities is not responsible for any plumbing from the water meter to the service address.

METER PIT: The meter pit is owned by the property owner. Carmel Utilities and the City of Carmel own the service line from the street to the meter pit and the meter within the pit only. The maintenance of the meter pit and the remaining parts of the pit and piping are the responsibility of the property owner. From time to time you may receive notice from us of a need to provide a service or repair to the meter pit. Usually this is a request to keep grass or any other matter from covering or interfering with the meter pit lid or a request to replace damaged parts. Your response within 30 days of the date of the notice is needed in order to have accurate readings of your water meter. At no time should any planting or structure be placed on the meter pit.